

City of Chattanooga, TN
Personnel Class Specification
Class code 2142

FLSA: Exempt

CLASSIFICATION TITLE: COMPLIANCE OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to assist the director with the management and oversight of functions associated with affirmative action, equal employment opportunity, fair housing, Title VI, and related anti-discriminatory federal and state compliance requirements. Duties and responsibilities include, but are not limited to: serving as liaison to the Human Rights and Human Relations Commission; processing Equal Employment Opportunity (EEO), Title VI, Fair Housing, American with Disabilities Act, and human rights/human relations complaints; conducting investigations; and developing and updating the City of Chattanooga's Affirmative Action Plan.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Ensures that the city is in compliance with all rules and regulations related to the American with Disabilities Act (ADA), Title VI and the use of federally funded activities as it applies to access to services, programs, and nondiscriminatory practices of handicapped citizens, as well as, employees.

Receives employee EEO violation complaints; screens complaints to determine validity of case; counsels employee on rights and responsibilities regarding the complaint, attempts to resolve the issues between employee and employer; and seeks resolution of issues before further actions are required.

Accepts applications and completes intake forms to formalize complaint; directs individuals to resources for assistance; gathers and reviews information regarding case; organizes facts and documents received; conducts hearings and investigations on EEO related matters; prepares a case history and makes recommendations; composes a formal report for director and Mayor as required.

Works closely with the City Personnel Office under the supervision of the Director of the Office of Multicultural Affairs to ensure compliance with all federal, state and local legislation; directs individuals to resources for assistance; counsels supervisors and/or staff as required; makes recommendations as necessary to ensure City personnel policies are followed.

Processes housing discrimination complaints; screens complaint to determine validity of case; completes intake forms and accepts applications to formalize complaint; answers questions and organizes facts and documents received for case review.

Serves as liaison to and documents the work of the Human Rights/Human Relations Commission to include: analyzing intake documents, identifying key facts, compliance issues, case preparation and mediation.

Maintains a high degree of confidentiality regarding the complainant/petitioner and the facts involved in the complaint.

Plans and schedules Fair Housing and other conferences; attends meetings, seminars, workshops and training classes; reads current newspapers and other current media sources to keep apprised of changes in legislation and current trends within the industry; applies current information to daily work routine; provides training sessions and feedback to staff regarding new information; ensures compliance by other City staff.

Reviews and updates on a routine basis the City of Chattanooga's Affirmative Action Plan in accordance with the City's ordinances; ensures adherence to federal, state and local legislation; reviews Plan for accuracy and completeness; discusses details of Plan with management as required; submits for approval; implements Plan under the direction of the director; answers questions and provides information to employees regarding Plan.

Identifies cases and issues that are ripe for mediation; serves as mediator between disputing parties, makes recommendations to provide solutions to problems as required.

Maintains library of information regarding Fair Housing, Affirmative Action, Equal Employment Opportunity, and other related areas for departmental use and referral; ensures information is updated and current.

Prepares public service announcements for the department, letters, various reports and documents, memoranda, and other summaries as required; reviews for accuracy; maintains copies of all documentation for departmental files and future reference by authorized individuals; presents oral and written presentations and reports as required.

Works effectively with other departments and community organizations; maintains the confidentiality of complaints and other forms of data/reports, etc.; shares information and assists with projects as necessary; maintains professional working relationships; solicits support from other community based organizations as required.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in public administration, business administration, human resources, or a closely related field; supplemented by three (3) years of previous experience and/or training that includes investigating employment practices and alleged violations; mediating disputes; interpreting, providing technical assistance and/or enforcement on civil rights, equal employment opportunity, fair housing, and/or American with Disabilities Act regulations. Must have a Tennessee Supreme Court Rule 31 mediator certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; the ability to utilize and interpret descriptive statistics; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.